



March 6, 2004

**OKLAHOMA BULLETIN NO. OK130-4-3****SUBJECT: AGN – Entries in the Service Center Information Management System (SCIMS) database**

**Purpose:** To provide additional guidance and precautions when NRCS personnel add information into the SCIMS database.

**Expiration Date:** September 30, 2004

**ACTION REQUIRED BY: March 31, 2004**

It has come to our attention that many NRCS service center offices across the nation are not following directions in regard to using SCIMS. This bulletin provides information on some of the causes of errors and duplication in SCIMS. Refer to information and picture shown in Attachment #1, which has been provided to us from the national SCIMS coordinator for NRCS.

The largest problem identified is that users are not properly searching for and finding an existing SCIMS record, and are adding a new record. **Duplicate records are being created.** In order to minimize the chance for creating duplicates, please review the attached information and note the following: Whenever you search in SCIMS, either in regular SCIMS or in the ID Link Manager for SCIMS, the employee **MUST CHECK the National Search box**. The NRCS employees doing a search should always search at least three times with differing criteria before attempting to add a record.

Currently FSA is working to reduce the duplicate entries in SCIMS and we MUST support that effort by following the above guidance to create a customer database that correctly reflects the customers that all USDA agencies are working with. SCIMS national database coordinators have the ability to review SCIMS data entry records, and to find the offices and log-in IDs of the individuals entering the data. If they find consistent problems, (i.e. excessive creation of duplicate entries) with any NRCS office, they will pass that information on to the appropriate NRCS state office for action.

Proper data entry in SCIMS is critical to USDA and the customers we serve. In order to ensure that all NRCS employees who have access to the SCIMS, have read this bulletin and are following the guidance for use of the system, I am requiring each NRCS employee with SCIMS access to complete and sign the attached AD-2017 form which will be kept on file at the state office. The form is to be sent in hard copy with original signature to Suzanne Collier. A blank form is attached to this bulletin, as well as a sample of a completed form. Please look at the sample form before completing, as all blocks of information are not being required. SCIMS users who do not return the form will be removed from access to SCIMS.

/s/

M. DARREL DOMINICK  
State Conservationist

Attachments  
DIST: AE

Attachment Number 1  
OK130-4-3

When searching for a customer in SCIMS or the ID Link Manager for SCIMS, you MUST check the “**National Search**” option box. Otherwise the search will be done only on a subset of the national database (e.g. “Indianola Service Center” in “Mississippi”). When the national search is not selected the opportunity for creating duplicate records in SCIMS increases dramatically.

To significantly reduced the number of search returns:

Search by adding 2 or 3 letters of the first name and/or the zip code. Typically this will either find your customer or result in a selection of only 2 or 3 (assuming the customer currently has a record in SCIMS).

USDA Service Center Information Management System Customer Search Page

Location State: Mississippi Service Center: Indianola Service Center

National Search: ☒

Type: ☒ Individual ☐ Business ☐ Both

Active: ☒ Active ☐ Active and Inactive

Tax ID: ID: [ ] ID Type: Select One

Whole ID: ☒

Name: ☒ Starts With ☐ Exact Match

Last of Business: Jones

First: Chris

Other: Common Name: [ ] Zip Code: [ ] Phone No: [ ]

Search Reset

ADD or Update SCIMS Close

SCIMS was originally created using a business requirement that allowed for a Service Center to search a subset of the national SCIMS database. So rather than having to search hundreds of thousands of names (nation wide) it could search thousands of names (local customers). The primary reason for this was for performance and convenience. This subset was created over time and required the local offices to specifically add their customers over time.

The problem for NRCS is that our offices HAVE NOT had the time to adequately populate this subset of data for NRCS offices. **Therefore if an office fails to do a NATIONAL SEARCH in SCIMS, the chances of finding the customer is extremely small.** In addition, if that same customer is then added to SCIMS, the chances for creating a duplicate record is very high.